



# Right to Reply

**Following our inspection we give the food business an opportunity to comment. Before posting their reply here we make a reasonable attempt to verify any claims they make.**

**Merge Bar and Restaurant**

5 - 7 Dereham Road, Norwich, NR2 4HX

2 December 2011

**What the business says:**

I agree with the inspection results but have since carried out the following improvements:

- The establishment has been thoroughly cleaned and procedures are in place to ensure that cleanliness is maintained.
- A new management system has been implemented.
- The staff have been retrained and are under revised supervisory arrangements.



**Public Protection (food)**  
**Food Premises Inspection Report**

Name of Business:	Merge Bar & Restaurant
Address of food business:	5-7 Dereham Road, Norwich, NR2 4HX
Date of Inspection:	2 December 2011
Inspection Reference	11/00954/FOOD
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Type of Premises:	Restaurant
Areas Inspected:	All
Records Examined:	Cooked temperature records
Details of Samples Procured:	None
Summary of Action Taken:	Informal

Introduction to the Report

The report has been divided into three sections representing the areas we score you against. Each section begins with a *summary* of what was observed. The score you have been given for each section is indicated. Details of how these scores relate to your overall food hygiene rating are shown in the table at the front of the report. You can use the table to see what factors have influenced your score; where you have done well and where improvements can still be made.

There may be an additional section covering health and safety concerns which fall outside the scope of the national food hygiene rating scheme.

Timescale for Compliance

All Notices must be complied with by the date on the Notice. If no Notice is served you must still deal with contraventions within a reasonable time. As a guide to compliance, contraventions to do with cleaning, temperature control and poor practice should be dealt with straight away. Those items which relate to structural repairs, training and the provision/review of your food safety management system should be completed within the next 2 months.

Health and safety contraventions should be dealt with within 3 months unless otherwise indicated. Urgent matters must be dealt with straight away.

The Law

The report relates to the following legislation:

Food Safety Act 1990 (as amended)

Regulation (EC) No 178/2002 applied by The General Food Regulations 2004 (as amended)

Regulation (EC) No 852/2004 applied by Regulation 17(1) of the Food Hygiene (England) Regulations 2006.

Health and Safety at Work Etc. Act 1974 and related regulations.

This report may include matters which do not comply with the law (**Contravention**) matters which are not required by the law but which we recommend as good practice (**Recommendation**) guidance on best practice (**Information**) and, to balance the report, observations of current practice (**Observation**).

You may carry out alternative works to those in the report, but only if they are equally effective in securing full compliance with the law. Before undertaking alternative works, you are strongly advised to discuss the matter with me.

Please Note

My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time. The report concentrates on the principle risks. If it fails to mention a particular item this does not mean you have necessarily complied with the law.

## FOOD SAFETY

Please note that this is not a formal Hygiene Improvement Notice that requires you to do work. Nevertheless, if you do not comply with this informal request, formal action will be considered. Any contraventions should be given priority. It is in your interests to act now to secure compliance.

### How we calculate your Food Hygiene Rating

Compliance Area	You Score					
Food Hygiene and Safety	0	5	10	15	20	25
Structure and Cleaning	0	5	10	15	20	25
Confidence in Management and Control Systems	0	5	10		20	30
<b>Your Total Score</b>	0 – 15	20	25 – 30	35 – 40	45 – 50	> 50
<b>Your Worst Score</b>	5	10	10	15	20	-
<b>Your Rating is</b>	5	4	3	2	1	0

Your Food Hygiene Rating is 1 – major improvement is necessary



### Food Hygiene

#### Summary:

Standards of food hygiene are tolerable but many minor offences were seen. I accepted your verbal undertaking to make more effort. **(Score 15)**

#### Temperature Control

- The following matters exposed food to the risk of bacterial growth or survival **(Contravention)**:
  - Fresh cream cakes were displayed at ambient temperature.
  - Bean shoots that were labelled store below 5°C were stored at ambient temperature.
- I was pleased to see that the temperature of food in chilled, frozen and hot hold units were satisfactory. **(Observation)**

## Contamination Risks

3. The following exposed food to the risk of cross-contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals

**(Contravention):**

- Boxes of frozen sausages were stored on top of a box containing lemon meringue pie in the walk in dessert chiller.
- Uncovered cooked noodles were stored next to raw meat in the walk in chiller.
- Frozen prepared cooked chicken was stored in open white carrier bags in the freezer.
- A metal bowl of raw prawns was on the floor in the kitchen.
- Sacks of sugar and rice were stored on the concrete floor near the rear door of the premises.
- All the walk-in chillers/freezer and store cupboards in the premises were very full and there were boxes/packs of food on the floors of all units.
- Cooking pans and empty food containers were stacked on the floor of the passageway.
- Bean shoots left in open can.
- Cooked prawn crackers were stored in black plastic bin bags knotted to close, but with gaps open to the air.
- There was an open hatch above food stored in the rear room.
- Utensils were stored behind pipes in the kitchen.
- A staff member was using a steam cleaner to clean when there was open food in the kitchen.

4. Prepared foods should be stored in easy to clean food grade containers, shop carrier bags and bin bags are not appropriate and should not be used. **(Information)**

## Personal Hygiene and Infection Control

5. The following items were examples of poor personal hygiene or where it was made difficult for food handlers to maintain high levels of personal cleanliness

**(Contravention):**

- There was no hot water supply to the hand wash sink near the sushi preparation counter. (The water was only trickling out of this tap and was cold).
- The hand wash basin in the kitchen was obstructed by metal lids.

6. I was pleased to see that staff were wearing clean over clothing. **(Observation)**

7. I recommend that staff are provided with lockers to store their outdoor clothing as it was seen on a rail near the rear exit. **(Recommendation)**

## Poor Practices

8. The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration **(Observation):**

- There was no labelling or dates on bags and boxes of stored prepared food so good stock rotation was difficult.

## Structure and Cleaning

### Summary:

Standards of cleaning and/or maintenance are tolerable but many minor offences were seen. I accepted your verbal undertaking to make more effort. **(Score 15)**

### Cleaning

9. The following items were dirty and require more frequent and thorough cleaning **(Contravention):**

- There was a thick layer of dust on many items in the storage areas and some items in the kitchen e.g. the ice machine, post mixed drink dispenser, legs of the wooden table in the kitchen.
- The floor in the kitchen below and behind equipment and in the Sushi Prep area was very dirty with areas of black grease/grime particularly in corners.
- Electrical switches in the kitchen had been moved and the exposed areas had not been cleaned.
- Plastic containers used for food storage were old and dirty on their outsides.
- The interior of the microwave oven, particularly the ceiling.
- The 'Topline' upright freezer seals and internal floors.
- The ice machine had mould growth in crevices at the top of the interior.
- The main walk in chiller had an unpleasant smell and should be emptied and thoroughly cleaned and investigate the source.
- 'Merry Chef' oven, but I understood that it was not in use.
- Hand touch surfaces e.g. handles, switches and plugs.
- Edges of doors.
- High level areas – cobwebs were evident throughout the food storage areas.
- Area under sink and associated pipe work.
- Ventilation grills.
- Areas under compressors in walk in chillers and freezers were mouldy and contaminated with debris.
- The air conditioning unit in the kitchen was dirty
- Surfaces in the vegetable store cupboard were dusty notably the floor and lower wall surfaces.

10. The following items could not be effectively cleaned and must be covered or made non-absorbent **(Contravention):**

- A rectangular wooden table top was balanced on a round wooden table to provide an extra work surface.
- Wooden shelving under work surfaces in the kitchen.
- Shelving in dried goods store had rough surfaces
- Concrete floor to vegetable store cupboard

11. I recommend that a time is set aside for regular deep cleaning, and when there is no open food in the kitchen. A deep clean of the premises should have been carried out before you commenced preparation of food and opened for business. **(Recommendation/Information)**

### Maintenance

12. The following items/areas had not been maintained in good repair and condition  
**(Contravention)**

- New equipment still had white protective polythene on e.g. wok range, hand wash sink in sushi preparation area.
- Join of coved floor and walls in the kitchen.
- Floor in rear passageway around the manhole cover was split and lifting.
- Air conditioning unit was in a poor condition and the waste water pipe from the unit ran out over the main sink.
- Exterior of 'Topline' freezer was in a poor condition.
- Broken fridge door seals to the refrigerated bench unit.
- Several glazed wall tiles were damaged in the kitchen and the passageway behind the bar area.
- Water was puddling on the floor of the store room (previously used as a cellar)
- Broken shelving used for the storage of glasses behind the main bar area

### Facilities and Structural Provision

13. The following facilities were inadequate or absent and must be provided or improved  
**(Contravention):**

- The kitchen is very small for the number of staff working there, the number of customers and the variety of food served and did not allow suitable work flow.
- Work surface provision in the kitchen was inadequate.
- Chilled and frozen storage in the premises was insufficient.
- Chilled and frozen storage units did not have sufficient shelving; food was stacked on the floor.
- There was a skip piled high with bin bags. You must arrange frequent regular collection for waste from the premises by an authorised carrier.

14. You need to produce a cleaning schedule covering all areas of the premises and major pieces of equipment. The schedule needs to contain information on how to clean, when to clean, who is responsible for the cleaning and which chemicals are to be used. Staff should be trained on their responsibilities. **(Information)**

15. A maintenance log should be kept to enable a record to be kept of the action taken to repair or replace defective equipment/ structural surfaces etc. **(Information)**

### Confidence in Management

#### Summary:

There was no written food safety management system and there is a staff training need. A hygiene improvement notice or a revisit is planned. **(Score 20)**

#### Hazards to Food

16. The following matters demonstrated that you had not identified hazards to food or their methods of control at critical points in your operation **(Contravention):**

- The premises had not been cleaned before the start of food preparation.

- Food storage at the premises was not adequate and raw meat was stored above ready to eat food.
- The kitchen is not large enough to allow suitable work flow.

### Documented Food Safety Management System

17. Your documented Food Safety Management System was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards. As a matter of urgency bring this documentation to our offices. **(Contravention)** This has been made the subject of Food Hygiene Improvement Notice EH11/38675/YB.
18. You should include, in your food safety management system, the 'Critical Control Points' that are needed to ensure that sushi prepared at the premises is safe. They should be monitored and recorded in your food safety management system. **(Information)**
19. I would strongly recommend you choose 'Safer Food Better Business' as your food safety management system. **(Recommendation)**
20. You can obtain a safer Food Better Business pack and refill diary pages direct from the FSA order line: 0845 606 0667. Details of our workshops are enclosed. **(Information)**
21. A SFBB pack for Chinese cuisine was delivered to the premises on 5<sup>th</sup> December 2011. **(Information)**
22. You had not registered your business with this authority prior to opening for business on 1<sup>st</sup> December 2011. **(Contravention)**
23. I was pleased to see that you were probing cooked food and hot held food and recording these readings on pieces of paper. **(Observation)**

### Proving Your Arrangements are Working Well

24. The following matters are needed in order to demonstrate your food safety management system is working as it should **(Contravention)**:
  - There was a lot of prepared cooked food at the premises and there was no evidence of where or when this food had been prepared. It should be labelled and dated to aid stock rotation.
25. Please note that if meat products are brought in from another premises, that premises may have to be approved under Regulation (EC) 853/2004. **(Information)**

### Training

26. The following evidence indicated there was a staff training need **(Contravention)**:
  - No staff training records were available for inspection.
27. I recommend that staff attend refresher training to at least Level II (Foundation) and that the manager attends Level III (Intermediate) food hygiene training. **(Recommendation)**

## **HEALTH, SAFETY AND WELFARE**

**Employers have a duty to consult with and keep their employees informed of any actions they take which may affect their health and safety. A copy of this report should therefore be displayed or otherwise brought to the attention of all employees working at the premises.**

This was not a health and safety inspection but the following items were noted:

- Gas cylinder was used to keep door to storage cupboard open.
- Gas cylinders in the former cellar were not secured
- Flooring was lifting in the passageway and was a trip hazard.
- There was a trailing electrical flex across the floor in the kitchen (between the preparation bench and the refrigerated bench unit).
- Broken light fitting with exposed wires at steps between the buffet counters